


Maryland Judiciary Job Specification

	Official Title	Assistant Manager, Court Operations
	Job Code	4125
	Business Title	Assistant Manager, Court Operations
	FLSA Status	Exempt

POSITION SUMMARY

This position performs managerial work directing the operations of a work unit or department for a major court program. Employees in this classification serve as a court or program expert on procedural questions providing interpretation and guidance to employees and the public. This position assigns, directs and evaluates the work of supervisory, support services and clerical employees engaged in performing diverse functions and direct services to the public. Work is accomplished through subordinate supervisors or lead workers who oversee sections or units performing specialized functions.

Employees in this classification receive managerial supervision from the Administrative Official or designee.

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

The intent of this job specification is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job. Employees may be requested to perform job-related tasks other than those specifically presented in this specification.

- Directs, coordinates and manages the activities and employees in the assigned department or unit to ensure efficient and accurate completion of work according to guidelines.
- Provides and ensures documentation and feedback is given to employees regarding assignments, work performance, attendance and disciplinary actions.
- Participates in employment interviews and the selection process, as well as progressive discipline of employees.
- Serves as a court or program expert on procedural questions providing interpretation and guidance to employees, attorneys and the public.
- Makes recommendations, improvements and modifications to procedures and systems to improve processing time, accuracy and efficiency.
- Assesses problems, issues and conflicts together with subordinate supervisors.
- Acts as system liaison with JIS as required.
- Performs related work as required.

Maryland Judiciary Job Specification

MINIMUM QUALIFICATIONS

Education and Experience

- Associate's degree from an accredited college or university.
- Five (5) years of work experience, preferably in court operations, or in the fields of criminal justice, parole and probation, legal or financial services to include three (3) years in a trial or appellate court of the United States in which two (2) years consisted of supervising court staff.

Note:

- A Bachelor's degree may substitute for two (2) years of non-court work experience.
- Additional court work experience, as defined above, may be substituted on a year for year basis for up to two (2) years of the required education.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of:

- Maryland's Judicial System; policies, procedures, laws, and forms, involving traffic, civil, criminal; and involving non-judicial and accounting operations of the court.
- Knowledge of Judiciary Human Resources policies and procedures.
- Maryland Judiciary Court systems and operations.
- Appeal practices and procedures.
- The principles of office management and supervision.

Skill in:

- Oral and written communication.
- Effectively leading groups.
- Problem-solving.
- Communicating and working collaboratively to bring about a positive change within the organization.

Ability to:

- Ability to communicate clearly and tactfully to peers, subordinates, supervisors, and the public, both verbally and in writing.
- Ability to conduct research and problem solve often complex issues, concerns or situations that may arise.
- Ability to learn and apply job-related terminology, policies, procedures, regulations and laws to define problems, collect data, establish facts, record data, appropriately complete forms and provide information to customers.
- Ability to plan, coordinate, supervise and evaluate the work of staff performing courtroom, specialized clerical or first-level supervisory functions.

Maryland Judiciary Job Specification

- Ability to assign, organize, coordinate and evaluate the work of a large staff performing diverse functions.
- Ability to recommend modifications to improve procedures and practices.
- Ability to identify and adapt rapidly to departmental needs and to reallocate staff and resources to meet work requirements.
- Ability to resolve disputes between subordinates and motivate subordinates.

SUPERVISORY RESPONSIBILITIES

This position has formal supervisory responsibilities over other employees. Supervisors are responsible for signing performance reviews.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The position involves light physical demands, such as exerting up to 20 lbs. of force occasionally. The position is generally sedentary. Employees sit most of the time, but may walk or stand for brief periods of time.

WORKING CONDITIONS

The work environment and exposures described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

This position works in an office or similar indoor environment. Employees sometimes encounter individuals with known criminal or mental health backgrounds.

Maryland Judiciary is an Equal Opportunity Employer.

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